

Percent of METCO Loans Past Due 30 Days Economic Development



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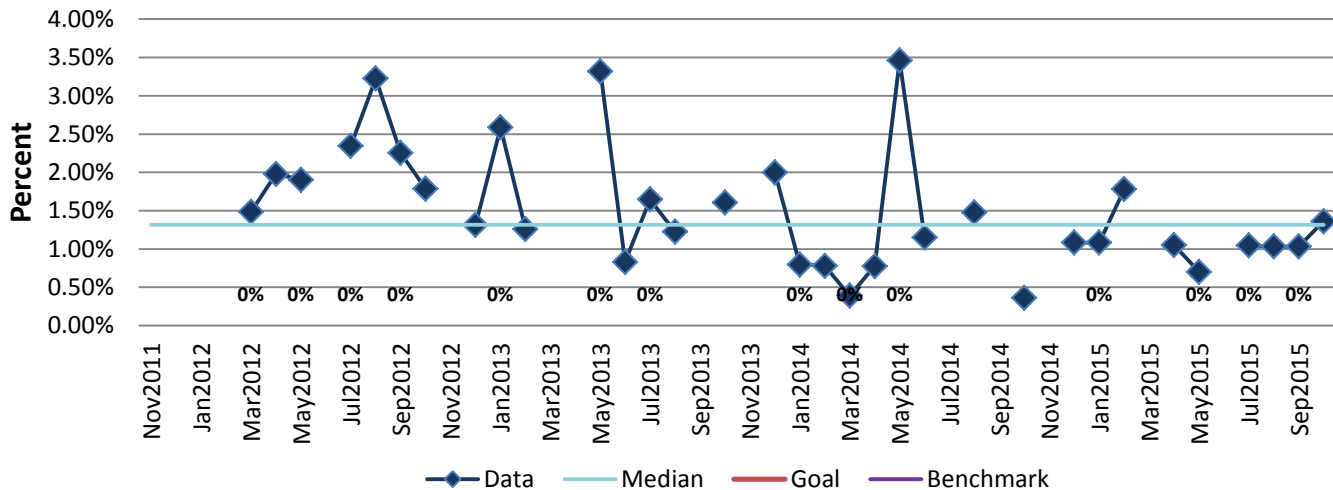
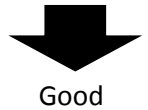
Process: Job Creation - Loan Repayment Rate

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: Salesforce Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Number of loans past due 30 days divided by the number of total loans Why Measure: To track loans that are delinquent by 30 days Next Improvement Step: Determine a target for the performance measure

How Are We Doing?

Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Average		Oct2015 Goal	Oct2015 Actual	
TBD	1.13%		TBD	1.36%	
Percent	Percent		Percent	Percent	

Percent of METCO Loans Past Due 30 Days



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.